

## 1.3 Domain Registration

# My last order failed (due to a credit card problem). What should I do?

### My Order failed / credit card problem

If your order has been cancelled for any reason, then this specific domain order request has FAILED. There is no option to 'reactivate' this order request, please start a new order.

The reason for this failure is always written in the email, which is sent after every domain order.

It then *may* happen that you will get an error "The domain is already registered" - then the domain had already been *temporarily reserved* by your first request.

In this case, please try again a few minutes later, to let the process settle at our side.

If this fails, [please contact us](#) and provide your order details.

Unique solution ID: #1062

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Last update: 2018-11-15 17:18